

# SOLID WASTE works

Fall 2009

## Blazing Trails for Women

Ask Claudia Henfield—the newly named Division Director for the Garbage Collection Division—if she thinks of herself as a pioneer, and the modest 21-year veteran of the DSWM will tell you “no.” But as the first woman Garbage Division Director in the DSWM’s history, she clearly is.

“It’s more responsibility, but I don’t feel any different,” said Henfield.

Henfield began her County career with a five-year stint at the County’s housing agency before coming to the DSWM as a messenger. She worked her way up through the ranks until getting named to her current position in June of 2009.



*Claudia Henfield speaks to her employees before they service their routes.*

With her attitude, it’s easy to see why she is so successful. “No matter what position you’re in, you do your best—it’s just right,” she said. “Whatever I set out to do, I accomplish.”

A mother of three, Henfield enjoys spending time at her church, traveling, and working with people and especially children when she’s not on the job. “I love to help people, love to motivate individuals and inspire them,”

she said.

Sounds like she’ll do real well in her new job.



### MESSAGE FROM THE DIRECTOR

*Dear DSWM Staff,*

I am always impressed but never surprised by the number of great things there are to report about our services, programs and operation. We continue our commitment to our Departmental mission of

providing our customers with exceptional waste collection, recycling and disposal services that protect, preserve and improve our environment and the quality of life in our community.

Let me take a moment to highlight some of our accomplishments:

- In the spring, we celebrated Earth Day with a special event to unveil a hybrid waste collection vehicle that was being pilot tested in our garbage collection operation. The two celebrities at the event were Mayor Carlos Alvarez and Waste Truck Driver John Lewis. We are proud to work as a development partner with AutoCar and Parker-Hannefin, the manufacturers of the pilot vehicle and its unique hybrid drive, to bring hybrid technology to our waste collection fleet.

- Our single-stream curbside recycling program celebrated its one-year anniversary in June and has proven to be a tremendously popular and successful program. To date, we have collected more than 61,000 tons of recyclable material. Expanding the number of materials that are accepted and making the program more convenient for our residents have been key ingredients in our recipe for success.

- In July, we kicked off Phase I of our Comprehensive Solid Waste Master Plan -- the tool that will guide our waste management services,

programs and facilities for the next 50 years. During Phase 1, lead consultant HDR Engineering and its team of sub-consultants will help us identify long-term waste management needs and priorities.

These are just a few of our accomplishments that you’ll read about in this edition of Solid Waste Works. Our Department has a wonderful story to tell and we shouldn’t keep it to ourselves. That’s why in November, we’re taking our story of success and excellence to the Florida Sterling Council as we apply for the prestigious Governor’s Sterling Award. The Governor’s Award has never been won by a governmental solid waste operation, but I sincerely believe that we can be the first! You’ll hear more about our quest for Sterling in the weeks to come!

As always, I want to thank each of you for all of the hard work that you do that contributes to our ongoing success and for your continued commitment to Delivering Excellence Every Day!

*Kathleen Woods-Richardson*  
Director

## DID YOU KNOW?

In the  
2nd Quarter  
of 2009  
(April through  
June, 2009),  
Miami-Dade  
County recycled:

- 759 tons cardboard/paper
- 7,459 tons of newspaper
- 774 tons of mixed paper
- 195 tons of tin cans
- 937 tons of plastics
- 123 tons of aluminum
- 3,265 tons of glass

## DSWM Master Plan Update

In the last issue of Solid Waste Works, we talked a little about the comprehensive Solid Waste Master Plan. Earlier this summer, we kicked off the master planning process, taking the first steps towards the goal of ensuring the DSWM's vision is fulfilled into the future.

HDR Engineering, a firm that has been in business since 1917, was selected as the consultant for the Master Plan Project. The Plan will cover the next 50 years, to ensure the County's needs for garbage collection, disposal and recycling are dealt with in an environmentally and economically sound way.

The Plan is expected to take two years to develop, during which time public involvement will be sought. The plan is expected to provide the DSWM with a solid waste management system that will offer sustain-

able solutions over the long term.

As the planning process continues, it's important to note that the State of Florida is also working on a statewide recycling goal that was passed into law last year. The Energy, Climate Change, and Economic Security Act of 2008 established a statewide recycling goal of 75 percent, which must be achieved by 2020. The State's Department of Environmental Protection (DEP) has been working on the plan to achieve that goal.

One of the first components of the Master Plan Project is a waste composition study. The purpose of this study is to determine what waste in Miami-Dade County is made of, which will allow the DSWM to determine appropriate applications for the future, such as waste diversion, composting, or modifications

to the current recycling program.

The first phase of the waste composition study took place at the South Dade Landfill, the Northeast Transfer Station and the Resources Recovery Facility. It was completed on September 18. The next phase will take place in early 2010.



Contractors sort out a pile of waste at the South Dade Landfill, as part of the waste composition study.

## A Day of "Deskercize"

In August the fifth floor conference room at the Martin Luther King, Jr. Center building was converted into a gym, of sorts. The room played host to a workshop on "Deskercize," a fitness program designed for office workers who are too busy to engage in more traditional forms of exercise.

Ingrid Berges, a Recreation Therapist II with the County's Park and Recreation Department, held two sessions of Deskercize in the DSWM conference room. Employees took advantage of the workshops and filled both sessions, learning how to stretch and bend at

their desks with the help of office chairs and, well, their desks.



Ingrid Berges of Park and Recreation leads DSWM employees in a hand-stretching exercise.

"This is a very enthusiastic, nice big group," said Berges of the DSWM employees who attended the workshops. "Their energy level is good."

Deskercize exercises are designed to take only a few minutes and be easy to perform in the small confines of a cubicle or office. The exercises focus mostly on stretching but a few incorporate strength training, including a simplified version of the pushup where you push against a wall.

The benefits of Deskercize include reduced employee stress and tension, and better productivity.

## In Memory

The DSWM family would like to extend its most heartfelt condolences to the families and friends of two

of our own who have recently passed:  
**Magaly Albert-Lomax and Jean Nally Gachelin.**

# CONGRATULATIONS

## CORNER

*Delivering Excellence Every Day*

Satisfied customers of the DSWM sent in the following e-mails.

**Congratulations to all DSWM employees who inspired these customers to write in to let us know what a great job you're doing!**

I would like this email to be read by Kathleen Woods-Richardson – Director of Solid Waste Management.

Dear Ms. Woods-Richardson,

Today my wife was running late for work as a school teacher.

She was taking my two young boys to school as well.

A garbage truck pulled up and honked to let my wife know he was there to pick up the trash.

My wife said she was running late and did not have time to get the bins to the curb.

Unfortunately, she did not get the name of the man who got out of the driver's seat of the truck, went to the side of the house, and moved both the recycling bin and the garbage bin to the curb.

This was above and beyond his duties, and I wanted him to be recognized for his hard work.

I live in Palmetto Bay (33176) and this happened around 7:45 in the morning (06-04-09).

Please let him know that his act did not go unnoticed.

Thank you,  
Steven E.

*Editor's note: the driver of this route has been identified as Tim Smith of the Garbage Division; way to go, Tim!*

I wanted to take a second to say thank you to your employees and the process as a whole. Going on line, requesting the pick up, the short time it took to get done and the care and politeness of your employees that did the work was fantastic. They were a pleasure to deal with and took a lot of extra care to not damage the grass, trees, or drive way as well as doing a great and complete job. It's nice to see being a taxpaying homeowner in Miami Dade County has its good sides... please let the crew that did my pick up and their supervisors know that I appreciate their good work!

Thank you,  
Jeff H., Miami FL 33196

A total of twenty-three DSWM employees were rewarded for their hard work with a promotion during the second quarter of the fiscal year. The following is a listing of the employees and their new positions:

### **Waste Collector**

Daniel Day  
Kevin Roach  
Jameriel Fields

### **Trash Truck Driver 1**

Joe Grace Jr.  
Torre Rolle  
Lamont Washington  
Veres Monroe  
Maishia Dukes

### **Waste Truck Driver**

Joe Grace Sr.  
Lawanda Marshall

### **Trash Truck Driver 2**

Derek Williams  
Calvin Jones  
Devan Parrish  
Ruben Washington  
Daimion Delancy

### **Waste Equipment Operator**

Stevie Gaulden  
Karen Williams  
Floyd Johnson Jr.

### **SWM, Enforcement & Collection Clerk**

Lorna Santiago

### **Trash Crane Operator**

Albert Floyd

### **Transfer Station Superintendent**

Charles Lovely  
Leroy Holt

### **SWM, Complaint Coordinator**

John Jefferson

Welcome to the following County employees who transferred to the DSWM:

### **Waste Enforcement Officer 1**

Amanda Evans  
Ruben DeJesus

### **Systems Analyst/ Programmer 1**

Angela Hunter

Welcome to the following new hire to the DSWM team:

### **Environmental Technician 2**

Jerry Donald

**Congratulations, best wishes and a heartfelt thank you for a job well done to DSWM employees who have recently retired:**

### **Administration**

James Bostic  
Assistant Director  
of Operations  
24 years

Irving Gerson  
Special Projects  
Administrator 1  
23 years

### **Northeast Transfer Station**

David Peltcs  
Waste Equipment  
Operator  
30 years

Jocelyn Ware  
Waste Attendant 1  
17 years

### **West Transfer Station**

Alvin Robinson  
Waste Equipment  
Operator  
30 years

George Rodriguez  
Assistant Transfer  
Station Superintendent,  
30 years

### **58th Street Trash**

Torris West  
Trash Crane Operator  
42 years

### **3A Garbage**

Willie Walker  
Waste Truck Driver  
30 years



## Going Green Gets Going at DSWM

“Going Green” has long been a way of life at DSWM, with a recycling program that originally started in 1990 and a mission statement that includes the phrase “...protect, preserve and improve our environment.”

But it's time to step up our game, so to speak.

In July, Director Kathleen Woods-Richardson issued a memo to all DSWM employees titled “Sustainable Practices at All Departmental Office Facilities.”

In the memo, all employees working in DSWM offices were directed to do the following, which will not only help our environment but help save DSWM money, too:

- Turn off all lights, TVs and computers when leaving for extended periods of time (such

as lunch, meetings, or the end of the work day).

- Bring your own drink containers and eating utensils (which should be washed thoroughly to prevent pests) as DSWM will no longer buy disposable cups and utensils.
- Unplug electrical items while not in use as they still draw power while plugged in.
- Computers should be shut off at the end of the day and their power settings should be set to turn off the monitor and the hard disks when not in use after 15 to 30 minutes.
- Reduce paper usage by:
  - Reading documents online;
  - Distributing documents electronically via PDF rather than “hard-copy;”

- When using hard-copy, print double-sided copies;
- Re-use scrap paper as much as possible;
- When faxing, use a post-it note instead of a cover sheet; and
- Use double-sided copies as much as possible.

- Use office paper recycling containers to throw out paper, rather than tossing them into a waste can.
- Close blinds during summer months to keep heat out, open blinds during winter months to let light in.

Please be sure to follow these policies so we can help create a better environment and save money!

## Single-Stream Recycling Celebrates A Year

It's hard to believe it's been one year since the DSWM began the single-stream curbside recycling program, but it has. And so far the program has been very successful.

“The result of simplifying our recycling program into a ‘single stream’ is that our residents have responded by recycling almost double the tonnage of materials as they did under the old program,” said DSWM Director Kathleen Woods-Richardson.

To cap off a great first year, this past June DSWM set a new record for recycling tonnage. A total of 5,556 tons were recycled, the most ever since the County began its first recycling program in 1990. “Our customers have a strong latent desire to recycle,” said Chris Rose, Deputy Director – Administration.

The new program not only makes things



Automated recycling trucks service more than 340,000 households.

simpler for residents—who no longer have to sort out their recyclables into two bins—but it is able to collect a wider variety of paper and plastic items that could not be processed under the old program.

Through the first year of the new recycling program, DSWM has recovered 47,225 tons of recyclable materials. By



Workers sort recyclable items at DSWM's single-stream recycling facility.

comparison, 27,793 tons of recyclables were collected in the last full year of the old program.

More than 340,000 Miami-Dade households in the DSWM service area and 11 municipalities participate in the new recycling program, making it one of the largest single-stream curbside recycling programs in the United States.

### Recycling Savings!

**Miami-Dade's recycling efforts helped save the following:**

- 117,192 mature trees
- 45.7 million kilowatt hours of electricity

- 45,680 cubic yards of landfill airspace
- 22,301 barrels of oil
- 62.9 million gallons of water

- Additionally, the County helped avoid the release of 16,468 metric tons of greenhouse gas emissions and the County's waste-to-energy facility generated 3.8 million kilowatt hours of electricity.

## Hybrid Waste Collection Vehicle Pilot Testing



Mayor Carlos Alvarez stands outside the hybrid waste-collection truck as Waste Truck Driver John Lewis looks on.

This past April, on Earth Day, the DSWM unveiled a waste-collection vehicle powered by a fuel-efficient hybrid engine. The hybrid waste-collection truck was to be pilot-tested on two separate routes. DSWM was the first municipal solid waste agency in the United States to have the opportunity to test a hybrid waste-collection vehicle.

“I am proud that with this hybrid waste collection truck, Miami-Dade County is once again in the lead on the environment and sustainability,” said Miami-Dade Mayor Carlos Alvarez. “This is the direction in which we want Miami-Dade County to go, improving the environment and quality of life for everyone in the community.”

The truck itself is made by Autocar, using

a traditional automated waste-collection vehicle design. The hybrid engine is manufactured by the Parker Corporation. According to a company press release, the hybrid engine is unique in that it uses stored hydraulic energy—including about 70 percent of the energy that would otherwise be lost when braking—to power the truck. The engine reduces fuel consumption by 30 to 50 percent. It also reduces greenhouse gas emissions for a cleaner environment, and it runs quieter than standard diesel-engine trucks.

The pilot test of this unique hybrid waste-collection truck lasted four weeks. Waste Truck Driver John Lewis, a 19-year DSWM veteran, was the driver.

## United Way Seafood Extravaganza

Last issue, Solid Waste Works reported on last year’s record-breaking United Way fundraising efforts at the DSWM. The Department surpassed its goal of collecting \$93,750 for the charitable agency by more than \$17,000,

collecting \$111,308. That money came as the result of your generosity via a number of meals, food sales and other events that took place throughout 2008.

This year’s fundraising effort was different.

In early September, DSWM held the “Solid Waste Management Director’s Music and Seafood Extravaganza” at the Miami-Dade County Fair Expo Center.

The Extravaganza was well attended and FUN! It all began with a cocktail reception and hors d’oeuvres. Dinner included lobster, seafood rice, salmon, snapper and desserts including carrot cake, cheesecake, chocolate cake and coconut cake. Event goers danced the night away to the sounds of Jon Saxx—voted “Best Local Jazz Artist” in 2008 by the Miami New Times—Jody Hill and The Deep Fried Funk Band, as well as the South Florida DJs.

When all was said and done, the Extravaganza helped raise a whopping \$38,760 for the United Way. A big thanks to everyone who attended, those who volunteered to plan and prepare for the Extravaganza, and the sponsors who helped make it happen.



DSWM Department Director Kathleen Woods-Richardson addresses the crowd at the “Solid Waste Management Director’s Music and Seafood Extravaganza.”



# EMPLOYEE SPOTLIGHT

## Nearly Lost Memories Saved by Solid Waste Employees

Miami-Dade resident Rashmi Gurnani and her husband cleaned out their garage last November. Among the items they took to the Chapman Field Trash and Recycling Center was a box of old videos.

After Gurnani and her husband returned home, it dawned on her that the discarded box contained more than just unwanted



Alan Cook



Norman McCray

old movies and such. It contained their treasured wedding videos.

"I was scared and felt terrible thinking the videos might be lost," Gurnani explained. The Gurnanis raced back to Chapman Field, hoping the whole time that they'd be able to recover their wedding videos.

As it turned out, it was the Gurnanis' lucky day. Truck Driver Alan Cook and Waste Attendant Norman McCray were on duty at Chapman Field that day. The Gurnanis told Cook and McCray what had happened.

The videos were "getting ready to get hauled away and dumped," McCray said. "She came back just in time."

Cook and McCray dove in to the dumpster and found the videos. "Here at Miami-Dade

County that's who we are. That's what we do here, we help people," Cook noted.

"I am thankful and very appreciative of the Miami-Dade Solid Waste employees. We feel very fortunate," Gurnani said.

## Mid-Level Management Retreat

Following on the successes of the DSWM senior management retreat last December, DSWM hosted a similar event for its mid-level managers and field supervisors. The Supervisor's Retreat took place in early April at the Main Library in downtown Miami.

Speakers at the retreat included DSWM Director Kathleen Woods-Richardson; Deputy Director-Operations Vicente Castro; Deputy Director-Administration Chris Rose; Lucia Davis-Raiford – Director, Fair Employment Practices; and Robert A. Thompson, Commission on Ethics and Public Trust.

Speakers covered a variety of topics—including ethics in the workplace, workplace discrimination, efficiency and improvements, and customer feedback—and conducted a team-building exercise.

Breakfast and lunch were served, and attendees were given the opportunity to explore the Historical Museum of South Florida and the Miami Art Museum.



Lucia Davis-Raiford talks to DSWM supervisors about workplace discrimination.



Delivering Excellence Every Day



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